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Ref: Case Docket No.: P3253C1

First Named Inventor: Yuri Shtivelman

Serial Number: 09/903,022

Filing Date: 07/10/2001

Title of Case: Apparatus and Methods Enhancing Call Routing To and Within Call-Centers

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1. Information Disclosure Statement.
2. Cover Letter for Information Disclosure Statement.
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit 2663

Examiner Unknown

Case: Alec Miloslavsky  
Serial No.: P3253C1  
Filed: 09/903,022  
Subject: 07/10/2001  
Apparatus and Methods Enhancing Call Routing To and Within Call-Centers

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To: The Commissioner of Patents and Trademarks  
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JAN 18 2002

Dear Sir,

Technology Center 2600

**Information Disclosure Statement Under 37 C.F.R. 1.97**

Enclosed herewith is an Information Disclosure Statement by Applicant listing one Patent reference. Applicant desires that the reference be entered in the above referenced case as relevance dictates. As the first office action has not been received in this case, no fee is enclosed.

Respectfully submitted,  
Yuri Shtivelman

by



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		<p><b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b></p> <p>(use as many sheets as necessary)</p>		<p>Application Number</p> <p>09/903,022</p>	<p>Filing Date</p> <p>07/10/2001</p>
		<p>First Named Inventor</p> <p>Yuri Shtivelman</p>	<p>Group Art Unit</p> <p>2663</p>	<p>Examiner Name</p> <p>Unknown</p>	
Sheet	1	of	1	Attorney Docket Number	P3253C1

Examiner Signature		Date Considered	
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**\*EXAMINER:** Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<sup>1</sup> Unique citation designation number. <sup>2</sup> See attached Kinds of U.S. Patent Documents. <sup>3</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup> Applicant is to place a check mark here if English language Translation is attached.

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